

ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
EDUCATION SERVICES DIVISION

POLICY TITLE: Examinations

DATE ADOPTED: April 29, 1999

DATE EDITED: March 9, 2010

PURPOSE:

The Committee on Probation Education has established two criteria for Certification of Probation Officers in the State of Arizona. The first criteria speaks to the purpose for this policy, that being completion of the training academy, along with successful completion of the Certification Examination. The second criteria is the recommendation, from an officer's Chief Probation Officer or the Director of Juvenile Court Services, that the field criteria has been met.

I. GENERAL PROVISIONS:

1. The ADMINISTRATIVE OFFICE OF THE COURTS is the sole owner of the Certification Exam.
2. The ADMINISTRATIVE OFFICE OF THE COURTS will maintain the Copyright status and will insure that all copyright requirements are met.
3. The ADMINISTRATIVE OFFICE OF THE COURTS will maintain three versions of test questions, selected from the list of master test questions, prepared by a test consultant. Each version, Version A, Version B and Version C of the Certification Exam shall consist of one-hundred (100) multiple choice questions.
4. Two test versions will be used per Academy.
5. A random selection process shall be used to determine which two of the three different versions shall be used for each academy testing procedure.
6. Officers will be seated in the examination room alphabetically by last name.
7. ~~Annually and once every three years, beginning in 1998, Pre-tests shall be administered annually to participants attending the Probation Certification Academy.~~
~~per the request of the Testing Sub-committee.~~

- (A) AOC staff shall select one academy during a calendar year to administer the pre-test.
- ~~(B) AOC staff shall administer the pre-test to all academy participants, prior to each academy, during the three year cycle beginning 1995-96. (i.e. 98-99, 2001-02, etc.)~~
- 7. The Pre-test shall be composed of a sampling of fifty (50) multiple choice questions taken from the master list of Certification Examination questions proportional to the subject matter tested on the full examination.
- 8. The result of the pre-test shall be compared statistically to the officer's scores on the examination and shall only be used to make recommendations to various C.O.P.E. committees.
- 9. Results of the pre-test will not be reported to the officers, the Chief Probation Officers or the Director of Juvenile Court Services.

II. EXAMINATION DAY:

- 1. It is the policy of C.O.P.E. that the AOC academy staff have the responsibility of maintaining a fair and impartial testing process.
- 2. The Certification Examination will be held the final Friday of the Academy. If a student has a scheduling conflict for taking the examination, the student may petition the Dean for Probation Certification to reschedule the student's examination.
- 3. The examination will begin promptly at 8:00 a.m. and all officers must be present.
- 4. Officers will be allowed a maximum of four hours to complete the exam.
- 5.. Officers are advised on the day preceding the examination that each officer must be present at 8:00 a.m. and if they are late, they will not be allowed to take the examination that day. The officer must make arrangements with the A.O.C. Program Manager to take the examination at a later time.

III. PERMITTED MATERIALS:

- 1. On test day, officers are required to bring the Arizona Rules of Court Arizona Code of Judicial Administration Manual, the Arizona Criminal and Traffic Law Manual, and the Sentencing Chart.

2. Permitted materials shall be subject to scrutiny by and at the discretion of the AOC staff, Chief Probation Officers, Director of Juvenile Court Services or exam proctors.
3. Purses and backpacks must be stored away from the officer during the test. Personal items must be stored along the rear wall of the examination room or someplace other than on an officer's person.
4. Officers are prohibited from bringing any device that might disturb an officer during the examination. Examples of such items are alarms on watches, ~~walkman-style radio-cassette~~ music players, mobile phones and pagers. This also includes any device that could be used for obtaining information during the exam.

IV. **MISCONDUCT:**

1. AOC staff has the authority to take necessary action to prevent misconduct within the examination area. Misconduct includes, but is not limited to the following, cheating during the exam, talking during the exam, sharing information, written material on any body part, written information on the permitted materials, that does not pertain to the Arizona Revised Statutes, the Arizona Rules of Court, or the Sentencing Chart.
2. If misconduct is discovered:
 - (A) the officer will be asked to leave the examination.
 - (B) AOC staff will immediately notify the Dean, the Chief Probation Officer or the Director of Juvenile Court Services, as well as the Education Services Division Director of the action taken.
 - (C) AOC staff will prepare a report on the misconduct and this will be forwarded to the C.O.P.E. chair, the chairs of the Testing & Review sub-committee, the Chief Probation Officer or the Director of Juvenile Court Services and the Education Services Division Director.
3. The written report must be completed and forwarded to the appropriate Chief or Director within 5 business days of the occurrence.
4. The Chief Probation Officer and the Director of Juvenile Court Services has the sole authority to take any action related to the misconduct.

V. **ILLNESS DURING THE EXAMINATION PERIOD:**

1. It is the officer's responsibility to notify AOC staff of any medical condition

that may interfere with completing the examination.

2. Officers who are ill at the scheduled time of the Certification Examination will be advised not to take the test.
3. Candidates should obtain a written medical notice from a licensed medical practitioner which states the nature of the illness and any limitations the illness may present. The medical notice should be presented to the AOC program manager.

VI. GRADING:

1. The minimum score requirement for the Probation Certification exam is 70%.
2. Scores are reported as Pass or Failure.
3. Actual test scores will not be reported to the officers, the Chief Probation Officers or the Director of Juvenile Court Services.
4. Computer-scanned answer sheet which indicate a failure will be hand-scored by two AOC Specialists who will initial and date their scoring.

VII. Americans with Disabilities Act (A.D.A.):

1. The AOC will provide reasonable accommodations to officers with a diagnosed disability, as described under the A.D.A.
2. An officer should request, in writing, reasonable accommodations prior to the beginning of the academy.
3. The written request shall include the documented diagnosis for the disability, (i.e., reading, hearing, etc.) and specific remedies that are identified in the diagnosis.
4. Officers who advise staff that they qualified for reasonable accommodation during their undergraduate or graduate level education, but who feel they can now successfully complete the exam without accommodations, will be strongly discouraged from completing the test without such accommodations.
5. Reasonable accommodations will be determined by AOC staff, but may include such accommodations as:
 - (A) Separate rooms to take the test

- (B) Verbal presentation of the test to the officer.
- (C) Up to one work day to complete the test.
- (D) Special explanations.
- (E) Large print test materials.

VIII. RE-EXAMINATION PROCEDURES:

1. ~~New~~ Officers, who do not obtain the required minimum score of 70% on the initial examination, are eligible to take the test one additional time. This can only occur with permission of their Chief Probation Officer or the Director of Juvenile Court Services.
2. ~~New~~ Officers **who do not pass the examination and are permitted to re-test may ~~must~~ elect a minimum of** one of the following options to prepare for the re-test:
 - (A) With permission from chief or director, attend the entire Certification Academy;
 - (B) With permission from their chief or director, officers may, for a second time, attend specific sections of the Certification Academy;
 - (C) Arrange one-on-one study sessions with AOC staff.
 - (D) Or any other mutually agreed upon arrangement.
3. New officers are responsible for arranging a re-test with AOC staff prior to the **one-year anniversary** date of **hire** ~~their employment~~.
 - (A) AOC staff will make reasonable accommodations to allow for retesting prior to that anniversary date when adequate notice is given to staff.
 - (B) Adequate notice shall be at the discretion of AOC staff, but may be construed to mean that there are no other assigned duties that prevent staff from granting the re-test request;
 - (C) Staff is available to proctor the re-test.
 - (D) Re-examination may occur separately from the next scheduled certification testing or in conjunction with the next schedule exam date.

- (E) Re-examination must occur at the Judicial Education Center.
- (F) Results of the re-examination are reported as Pass or Failure and scores will not be reported to the officers, the Chief Probation Officers, or the Director of Juvenile Court Services

IX. SPECIAL CIRCUMSTANCES:

The purpose of this section is to describe and limit issues that come before the Review Committee. Only those issues that specifically apply to the Certification Exam may be forwarded to the Review Committee.

1. Any questions, concerns or circumstances surrounding the examination process, the examination or the results of an officer's examination, either initially or on a re-test, must be directed to the AOC Program Manager. AOC staff will attempt to resolve the issues.
2. If the officer believes their issue is not resolved, the officer, through their Chief Probation Officer or their Director of Juvenile Court Services, shall direct a written request for review to the AOC Program Manager.
3. The Program Manager will forward a copy of the letter to the Chair of the Review Sub-Committee for C.O.P.E.
4. The written request shall include the issue(s) involved, the response(s) received from AOC staff, and any other information that may be appropriate.
5. The request must include what specific remedy the officer is requesting.
6. The chair will convene the sub-committee as appropriate to the action requested.

X. Departmental Responsibilities:

1. Every Chief Probation Officer or Director of Juvenile Court Services may independently impose or take action against an officer employed through their agency despite or in addition to any action taken by COPE.
2. Any independent action taken by a Chief Probation Officer or a Director of Juvenile Court Services is not eligible for consideration by the Review Committee.